

SAM Issue Tracker Deployment

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1 March 2005 - DØ Shifter Meeting

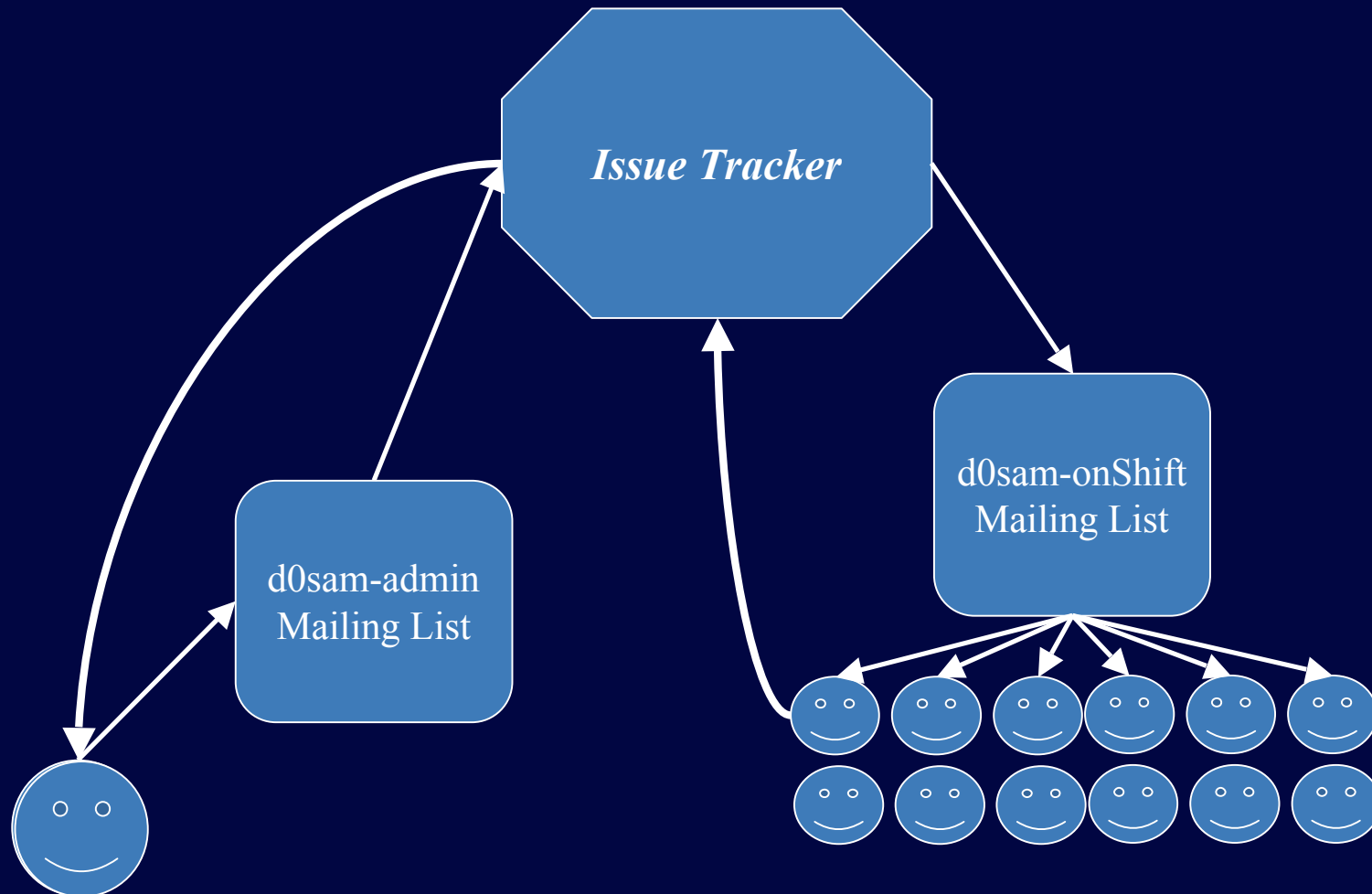
Requirements

- ◆ Retain d0sam-admin as the “portal” for help
- ◆ Messages are handled and tracked by the issue tracker
- ◆ Resolutions and support can come from e-mail or the web
- ◆ Issue can be reassigned to an expert
- ◆ Issue can be closed by the shifter/expert

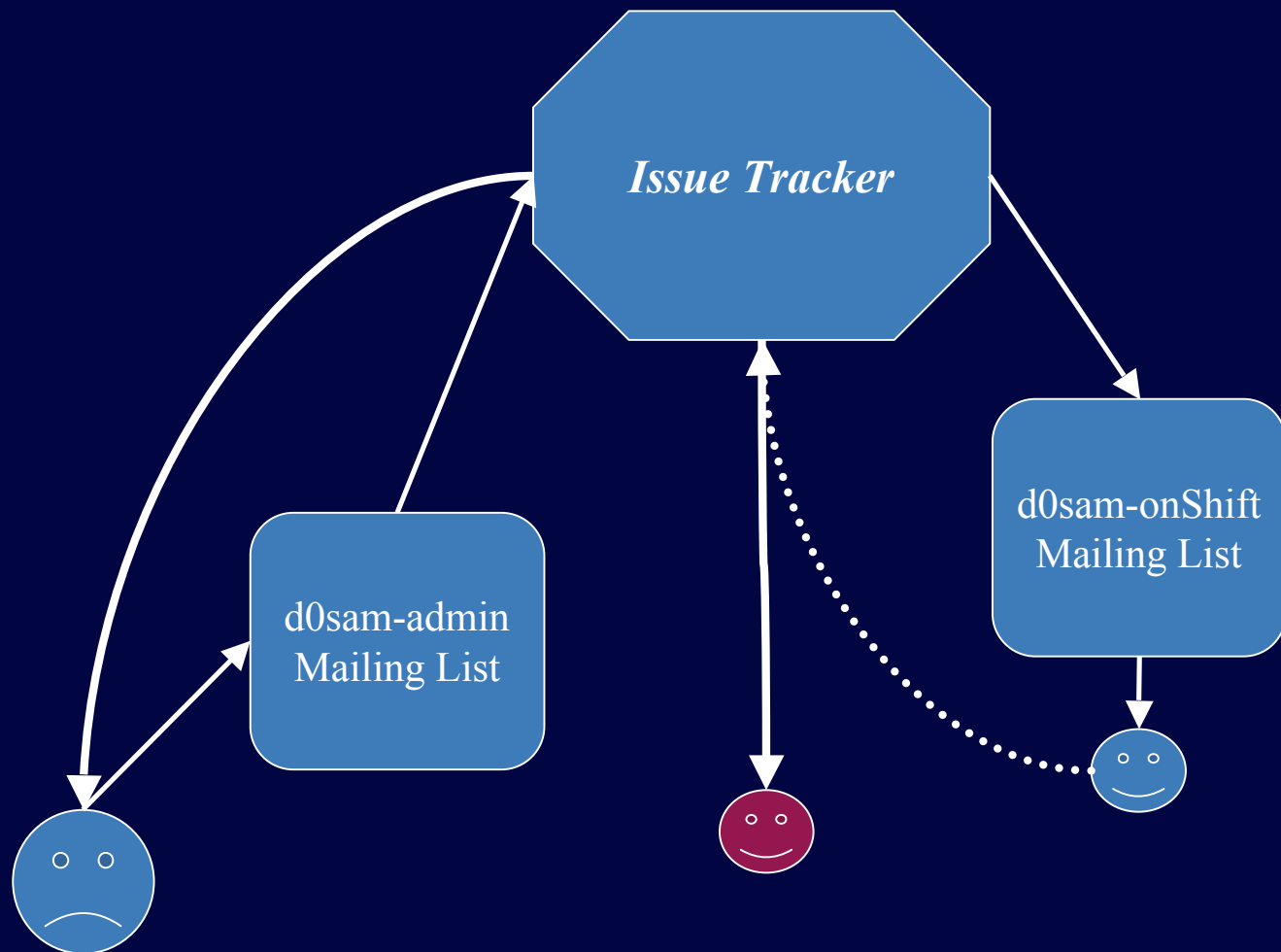
Transition Requirements

- ◆ “Transition” requirements
 - ❖ Not lose the current functionality that all can see messages sent to “d0sam-admin”
 - ❖ Not lose the functionality that such messages are archived
 - ❖ Add the functionality of the issue tracker (add the issue tracker tag to the subject)
 - ❖ Be able to switch back quickly if there are problems

Transition Implementation



Implementations



Transition Details

- ◆ Test phone/issue tracking details (now - 3/14)
- ◆ Deploy the transition on 3/14
 - ❖ Since we want to retain d0sam-admin, this makes the deployment tricky. Fortunately, can easily change mailing lists subscriptions in bulk
- ◆ Meet again in April; collect experiences. Decide where to go from there